

COMMONWEALTH OF KENTUCKY

BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

SOUTH CENTRAL BELL TELEPHONE COMPANY'S)
REQUEST FOR DEVIATION FROM REGULATION)
KAR 5:061, SECTION 11(1) AND (2) AND) CASE NO. 9568
SECTION 28(4) PURSUANT TO KAR 807)
5:061, SECTION 31)

O R D E R

After reviewing the request for deviation proposed by South Central Bell Telephone Company ("SCB") in this case, the Commission finds that further information is required.

IT IS THEREFORE ORDERED that:

1. SCB shall file within 30 days from the date of this Order the original and five copies of responses to the following information request. In addition, SCB shall provide the name(s) of the individual(s) responding to these questions who would be available to testify at a public hearing. Throughout the data request the regulations KAR 807 5:061, Section 28(4) and Section 11(1) and (2), will be referred to as "28(4)" and "11(1) and (2)", respectively.

INFORMATION REQUEST

1. In the other states in which SCB operates:
 - (a) What are the state commissions' regulations relative to out of service and requests for service objectives, similar to those of 28(4) and 11(1) and (2) in Kentucky?

(b) Has the company met those state specific objectives?

(c) Would the other SCB state operations meet Kentucky's objectives as set out in 28(4) and 11(1) and (2).

2. How did SCB arrive at an 80 percent objective for 28(4) as being a reasonable level?

3. How did SCB arrive at a 50 percent (0-2 days) objective and 75 percent (3-7 days) objective as being reasonable for meeting the requirements of 11(1) and (2)?

4. With reference to TELSAM:

(a) Explain the basic method used in obtaining TELSAM results?

(b) How often are results published or provided to SCB?

(c) What is the approximate cost of these studies?

(d) Does TELSAM provide SCB with information other than customer satisfaction levels concerning repair problems (28(4))? Explain.

5. Provide detailed information as to the additional costs involved in meeting the Commission's levels as set forth in 28(4)?

6. What would be the impact on the ratepayer?

7. Other telephone companies in the state meet the requirements of 28(4) on a regular basis, why then is SCB unable to meet this objective?


8. From what source(s) is the information obtained to develop the monthly service objective level report for 28(4). Explain the process involved in compiling this information?

9. With reference to the PSC Service Objective Reports which SCB files with the Commission, and specifically 28(4):

- (a) Explain the variance in levels from month to month and between areas (Louisville, Frankfort, etc.).
- (b) In March, April and May of this year SCB has shown service objective levels of 92, 93 and 95 percent respectively. Have there been any changes within your maintenance or reporting systems that would account for these better than average levels? Explain.
- (c) Can these recently reported levels (March-May 1986) be maintained? Explain.

Done at Frankfort, Kentucky, this 9th day of July, 1986.

PUBLIC SERVICE COMMISSION


For the Commission

ATTEST:

Secretary